

# CSLA

## Audit & Inspection

### CRITIQUE SHEET

CSLA is required by regulation to periodically conduct COMSEC Audits and COMSEC Facility Inspections on Army accounts throughout the world to determine if accepted procedures and practices for safeguarding and handling of COMSEC materials are being followed. We are earnestly attempting to continually improve our service and value to the COMSEC Community. All comments are reviewed by the Chief, Security Assurance Team, CSLA. Your input is considered a valuable source of information. Please take a few moments to assist us by answering the following questions.

Custodian's Name: _____	Account Number: _____
Commercial Phone: _____	DSN: _____
E-Mail Address: _____	
Account Manager: _____	
Name of Auditor(s): _____	Audit Date(s) _____

1. During the audit/inspection, did the auditor explain discrepancies thoroughly and discuss references you may consult for additional information? YES\_\_\_ NO\_\_\_
2. During the course of the audit, did the auditor provide constructive comments in an effort to assist you in accomplishing your administrative duties as a COMSEC Custodian? YES\_\_\_ NO\_\_\_
3. Was the exit interview conducted in a professional manner with all discrepancies noted and fully explained by the auditor? YES\_\_\_ NO\_\_\_ Based on a scale of 1-5 (with 5 being excellent), please rate the professionalism displayed by the Auditor. 5 4 3 2 1
4. Were you clearly informed of the FINAL RATING (Satisfactory or Unsatisfactory) assigned your account as a result of this audit? YES\_\_\_ NO\_\_\_
5. Do you KNOW who your COR COMSEC Account Manager is? YES\_\_\_ NO\_\_\_  
When was the last time you were contacted by them? Recently\_\_\_ Past Year\_\_\_ Never\_\_\_  
On a scale of 1-5 (with 5 being excellent), how would you rate the service being provided by your COR Account Manager? 5 4 3 2 1  
COMMENTS:

6. How would you rate the service provided by the CSLA Crytonet Key Manager (the CSLA individual who ensure you receive your key on time) using a scale of 1-5 (with 5 being excellent)? 5 4 3 2 1

COMMENTS:

7. Do you currently receive the CSLA COMSEC Logistics and Technical (COLT) Command Letter? YES\_\_\_ NO\_\_\_ On a scale of 1-5 (with 5 being excellent), please rate the relevance of the issues routinely discussed in this pamphlet. 5 4 3 2 1

COMMENTS:

8. Are you aware of CSLA's INFOSEC Representative (CIR) program and locations of the CIR's? YES\_\_\_ NO\_\_\_ How would rate the assistance provided to your account by the CIR's on a scale of 1-5 (with 5 being excellent)? 5 4 3 2 1

COMMENTS:

9. Are you aware CSLA is the monitoring activity for all Army COMSEC Insecurities? YES\_\_\_ NO\_\_\_ Would you like additional information on this program? YES\_\_\_ NO\_\_\_

10. Is your account manual\_\_\_ or LCMS\_\_\_? If LCMS, how would you rate the system on a scale of 1-5 (with 5 being excellent)? 5 4 3 2 1

COMMENTS:

11. How would you rate the service provided by the CSLA LCMS Help Desk on a scale of 1-5 (with 5 being excellent)? 5 4 3 2 1

COMMENTS:

GERERAL COMMENTS: (For specific questions, check this block and provide contact information)

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